

# Tier 2 Help Desk DTS



## Purpose

The purpose of the Tier 2 Best Help Desk Best Practices is to equip the DTS Tier 2 Help Desk with practical methods and techniques to successfully support their sites. These methods and techniques were identified by various DTS Tier 2 sites and in combination with Help Desk industry standards.

## Help Desk Industry

Most people have prior experience interacting with some kind of Help Desk Support Center. It may be getting IT support from a Dell Computer Technician, or requesting an IT staff member to unlock your client password. Most people have experience interacting with a help desk when contacting their cellular phone company to inquire about a bill, to upgrading a phone, complain about service interruptions, or many other reasons that we are all familiar with. Did they answer your question or resolve your issue? Moreover, was your customer experience a positive one?

Now the tables have been switched and travelers are calling you for help regarding DTS. Many DTS Tier 2 team members have had little or no experience in a Help Desk support position. For many, it is ancillary job duty, or an entirely new job.

**“This is a very important function in the usage and proliferation of DTS. “**

## What is a Help Desk?

A Help Desk serves as a single point of contact within a company for managing customer problems and requests. During DTS fielding, the DTS Tier 2 Help Desk is identified to directly support all possible DTS operational issues at the site level. This is a very important function in the usage and proliferation of DTS. The Tier 2 Help Desk is the interface between the travelers who use the system, Tier 3 Help Desk, PMO-DTS Operations, and their specific Service/Agency representatives.

Each year over two million travelers file over five million temporary duty (TDY) travel vouchers using over 80 non-standard Commercial Travel Office (CTO) contracts. The Tier 2 Help Desk is our frontline support and DTS “lifeline”. You are the main POC to enable travelers to use DTS and resolve their issues. The usage and success of DTS lies, in part, with the service you provide to the travelers.

# DTS



## Tier 2 Help Desk

### DTS Help Desk Structure

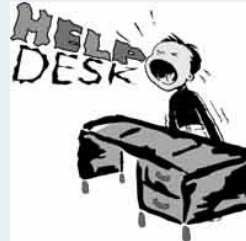
In order to support the millions of DoD travelers using DTS, a three tier support structure has been created. This support approach is designated to handle DTS problems at the lowest level.

The Tier 1 is made up the travelers using the DTS computer-based training and documents available on the [defensetravel.osd.mil](http://defensetravel.osd.mil) website. When there is a problem that cannot be resolved, Tier 1 elevates the problem to Tier 2.

The Tier 2 is made up of site level DTA's, ODTA's, FDTA's, CTO's, NDEA's, and their alternates. They are the local DTS experts. When there is a problem that cannot be resolved, they contact the DTS Tier 3 Help Desk. Only authorized callers can call the DTS Tier 3 Help Desk.

The Tier 2.5 Help Desk interfaces between the Tier 2 and Tier 3 and act has additional DTS support for a specific service. They have the authority to call the Tier 3 Help Desk. Each Service/Agency can implement this interface support for their Service. The Navy and Army are the only 2 services thus far, that have created this additional support for their sites.

The DTS Tier 3 Help Desk is the highest level of support. They are staffed with 20 DTS experts that have undergone extensive DTS training. They are located in Fairfax, Virginia.



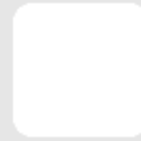
**“Solutions  
to help you  
help your  
DTS users.”**

### Tier 2 Help Desk Best Practices

As the DTS Tier 2 Help Desk your job is to *help* travelers complete their travel authorization and reconcile their vouchers. You begin *helping* by answering phone calls, emails, and walk-ins. Tier 2 Help Desks have testified to the challenges they face and to the resolutions that have worked. Below are methods and techniques that you can choose to be implemented at your site as you see fit. Think of them as possible solutions to help you help your DTS users.

### Tier 2 Help Desk Structure

Encourage your site to resolve DTS issues at the lowest possible level by having ODTA's act as the main POC's for their organization. When ODTA's cannot resolve the issue, then they should elevate the issue to the LDTA. This will decrease the number of simple and frequently asked questions, which will free time to handle more serious issues.



## Contact Method

Remember, only authorized callers can call the Tier 3 Help Desk. The tier 3 Help Desk receives approximately 50 calls a week from unauthorized callers needing help. Often these unauthorized callers are travelers who do not know who to contact, for DTS issues.

Unauthorized callers also call the Tier 3 Help Desk because they are unable to get a response from their Tier 2 Help Desk.

Advertise to your site that you are their POC for DTS support and the different methods by which they can reach you. This can be done in many ways. Post your contact methods in common areas, such as the cafeteria, lounges, hallways, on your office door, on your voicemail, signature of your email, and on your website.

The main media of support is by phone. A DTS dedicated phone line has many advantages. It ensures that each call will be answered by a trained DTS Tier 2 staff. This enables the Tier 2 staff the consistency and efficiency to provide and deliver quality customer service.

## Hours of Operation

Identify the hours your staff is available for support. Your travelers will come to rely on your Tier 2 staff and possibly gauge their DTS usage on your staff's availability.

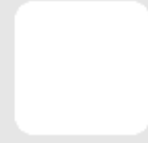
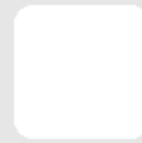
Advertise your hours of operation to your site. This can be done in many ways. Post the Tier 2's hours of operation in common areas, such as the cafeteria, lounges, hallways, on your office door, on your voicemail, signature of your email, and on your website. Include your hours of operation schedule with your contact information and post it in common areas, as well.

Some Tier 2 sites have shifts to extend hours of support. An on-call pager or a cell phone can be used to support travelers during after office hours. A good alternative is to implement a voicemail or answering machine.

Tip: Wright Paterson's voicemail instructs travelers to first contact their ODTA for support. It is a great way to delegate calls that can be resolved at the lowest possible level.

## Sample script for voicemail greeting:

*"Thank you for calling the DTS Tier 2 Help Desk. Our hours of operation are from 0800 – 1700. You may also contact us via email, at [DTSSupport@base.mil](mailto:DTSSupport@base.mil). If you are a traveler please contact your ODTA, otherwise please leave your name and phone number and someone from our Help Desk team will get back to you."*



## Customer Greeting

A standard greeting provides consistency for both the Tier 2 Help desk and for the caller, in initiating conversation and in identifying who they are calling. A standard greeting also creates a positive impression and conveys an immediate message about how the customer's issue will be resolved.

Sample Customer Greeting:

Thank you for contacting the DTS Tier 2 Help Desk, this is (name). How can I help you?

## Staff

One of the challenges experienced by Tier 2 Help Desk, is the frequent staff turnover. Trained Tier 2 staff may PCS, transfer, or quit, and take the DTS knowledge with them. When selecting staff for the Tier 2 Help Desk, keep in mind how long they are able to stay at your site. Much time will be spent training and updating a new staff member. Ensure that there is a trained back up.

In the event, a Tier 2 staff member is out of the office, ensure that their back up is updated to provide the same level of support.

- Make a checklist of task that the alternate needs to follow.
- Auto-forward emails, phone calls, and POC's to ensure no traveler is left unsupported during their absence.
- Most important, make sure that your back up is registered to call the Tier 3 Help Desk.

## Training

The Tier 2 Help Desk also conducts training to new DTS users, and to new Tier 2 Staff. Each site may conduct training differently. There are several ways to conduct training. Select the method that benefits your site, best

### Instructor Led Training

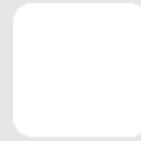
Instructor Led Training is the most common form of training. An example of Instructor led training is the DTA Seminar, you attended.

## Mentoring

Mentoring is a one-on-one type of training, where an experienced person tutors the newcomer. A great way to gain knowledge through mentoring, is to send a newcomer to a site with an experienced, knowledgeable, and mature Tier 2 Help Desk. Mature meaning, the Tier 2 Help Desk has been operational for at least 8 months and their staff has been on board since IOC.

## Brown Bag

Brown bag is when a Subject matter expert (SME) or assigned individual conducts a short and informal presentation or training. This usually takes place during lunch time, hence the name *brown bag*. This is also a great medium for feedback and knowledge sharing.



## Conference Calls

You can team up with other sites or initiate a conference call with your Service Leads. This is an easy and timely informative training session.

## Tracking Calls

Does your Tier 2 staff document the calls they answer? Many Tier 2 Help Desks are not consistently documenting incoming calls. The most frequent reason for not documenting is the time required to document each call. For sites that only receive a handful of calls a day, advantages of documentation is not as great as those who take 20 or more calls per day. Keep in mind that as more new travelers use DTS the more likely they will call you for help.

Documenting calls and their resolutions have time and cost saving advantages. Here are some questions that can be answered by documenting calls:

- What are the top 10 calls received?
- Which traveler frequently calls, does he need training?
- How many calls do we take hourly, daily, weekly, monthly?
- Do we need to hire another staff member to support increasing call volume?

Documenting calls and their resolutions is also a good resource for training new Tier 2 staff members and in collecting FAQ's.

If you do not have a Help Desk call tracking application, you can opt to use an existing application. For example, you can use Excel, Word, or Outlook.

## Physical Environment

Physical Environment includes your workstation, equipment, and noise. Does your physical environment help you be productive? Are you comfortable? There are many DTS references available to you. Keep the references that you use often, easily accessible. For example, if you refer to your DTA Manual frequently, clear a spot on your desk that will enable you to open the manual and the capability to flip through it as you talk on the phone. Keep your work area as uncluttered as possible.

Adjust your equipment to keep you from straining, for example your keyboard, monitor, and chair. A wireless headset, if available, would be a great asset. It allows mobility and the ability to use both hands while on the phone. New wireless headsets also reduce background noise. Common background noises are talking, noise from printer and central air-conditioners. Background noise can distract and disrupt you and your caller.

Take a look at your workstation. There may be some changes you can make to help create a physical environment that increases your productivity and comfort level.

Tip: the distance from the eye to the screen should be about an arm's length. Minimize the glare on your computer screen by tilting the monitor slightly downward.



# DTS



## Tier 2 Help Desk



### *Summary*

- Resolve DTS issues at the lowest possible level by having ODTAs act as the main POC for their organization.
- Post Tier 2 contact information and hours of operation in common areas.
- Set up voicemail, answering machine, or on-call pager/cell for after hours.
- Set up a dedicated phone line for the Tier 2 staff.
- Create a standard greeting when answering the phone.
- Have a trained back up who is registered to call the Tier 3 Help Desk.
- Document incoming DTS issues and their resolution to create FAQ's and metrics.
- Keep in mind your physical environment to increase productivity and comfort.